



Nationwide Effort

Iowa is one of several states to launch its 511 service
after the United States Department of Transportation
petitioned the Federal Communications Commission (FCC)
to designate 511 as a
nationwide number for travel information.

511 INFORMATION GUIDE

We are pleased to provide our customers with 511 travel information phone service.

ADVANTAGES OF 511

○ Enhances Safety

By using 511 as a trip planning and en route decision-making tool, motorists can have a much safer and more enjoyable trip.

○ Detailed Information

It's your choice - information is available for the entire state, a region within Iowa, city/town, or specific interstate or U.S. highway.

○ Available 24 Hours/Seven Days a Week

Whenever you want the information it will be available.

○ Only Three Digits

511 is a shortcut to the 1-800-288-1047 number Iowans have used for many years to access road condition information from the Iowa State Patrol. Still available, the line will eventually offer much more traveler information.

○ Voice Recognition

511 uses voice recognition, allowing for hands-free wireless phone operation. Motorists are encouraged to call 511 from a safe location and not while driving. The 511 system recognizes words spoken slowly and distinctly. The system will default to keypad operation if it fails to recognize a user's speech patterns.

○ Reliable Information Source

Information is supplied by the Iowa Department of Transportation and Iowa State Patrol, the agencies responsible for Iowa's transportation services and motorist safety.

○ Easy to Understand Road Condition Terminology

A complete listing of the new winter road condition terminology was provided to news organizations statewide and is available at - www.dot.state.ia.us/511.

○ Knows Area You Are Calling From

The caller identification feature determines which area of the state each call originates, so you get that area's information first.

WILL I BE CHARGED FOR DIALING 511?

511 is a public service of the Iowa Department of Transportation, in partnership with the Iowa State Patrol and telecommunication companies serving Iowa. Wireless users will pay normal airtime and roaming charges, according to their contracts. Pay phone users will pay the minimum 35- to 50-cent local charge.

EXPANDED SERVICE

Next spring information on highway construction and maintenance work will be available.

